





Prolux PLCX8E Backpack Vacuum

For your safety please read the owner's manual in its entirety before use.

Congratulations on purchasing your very own Prolux PLCX8E Backpack Vacuum Cleaner. This high-end kit is designed to cut cleaning time in half without breaking the bank. Keep your floors clean, and prolong the life of your flooring in just a few easy steps. Prolux.... Cleaning Reinvented!

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Specifications

- Powerful deep cleaning 10 amp motor with 120 CFM of Airflow (most vacuums have around 80)
- Lightweight – Canister only weighs 10lbs
- Dependable – 3-year/700 hour motor warranty and 5-year body warranty
- 4 Stages of Filtration – HEPA Bags, Cloth Bag, HEPA Filter and Exhaust filter make sure the air leaving the vacuum is as clean as it should be
- 50' Power Cord
- Durable Hose - 6 Foot crush proof electric hose with heavy duty ends and control switch
- Premium Attachment Set and Electric Powerhead Kit
- Comfortable Straps and Harness

IMPORTANT SAFETY INSTRUCTIONS

Vacuum Safety



Read the owner's manual in its entirety before using this product.

Failure to do so can result in serious injury or death. Prolux takes no responsibility for damages/injuries due to violations of the following operating instructions.

To reduce the risk of fire, electric shock, or injury:

Keep the operating manual for reference. Include the operating manual if you pass the appliance to third parties.

When using an electrical appliance, basic precautions should always be followed, including the following:

Notices Given:

Notices for your safety are specially marked. Always observe these notices to avoid any damage to the appliance.

WARNING: Warning concerning health hazards describing possible risks of injury.

ATTENTION: Warning concerning possible dangers to the appliance or other objects.

NOTE: Highlights tips for you.

WARNING - To reduce the risk of fire, electric shock, or injury:

1. Do not leave the vacuum cleaner plugged in. Unplug from outlet when not in use, or before servicing.
2. Use only as described in this manual. Use only the recommended attachments and replacement parts.
3. To reduce the risk of electric shock, do not use outdoors, on wet surfaces, and do not use it for wet pickup/cleanup.
4. Do not use the vacuum with a damaged cord or plug. If it is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, take it to a service center before use.
5. Do not use cord as a lasso to round up loose children and pets.**

***Yes, yes, we have intentionally placed a couple "interesting" warnings in hopes that you would read them all... But in all seriousness these warnings MUST be observed!!!*

SAFETY CONTINUED

6. Do not pull or carry the vacuum by its power cord, do not use the power cord as a handle, do not close the door on the power cord, or pull the power cord around sharp edges or corners. Do not run the vacuum cleaner over the power cord. Keep the power cord away from heated surfaces.
7. Only use extension cords suited to the power requirements of the appliance.
8. Never immerse the appliance in water or other liquids.
9. Only operate the appliance if your outlet voltage is the same as indicated on the appliance's nameplate. Using the wrong voltage can destroy the appliance.
10. Do not unplug the power cord from your wall by pulling on the cord. To unplug, grasp the end of the plug, not the cord.
11. Do not handle the power cord/plug or vacuum cleaner with wet hands.
12. Do not put any object into the openings of the vacuum. Do not use the vacuum with any openings blocked. Keep openings free of dust, lint, hair and anything that may reduce airflow.
13. Keep hair, loose clothing, fingers, and all body parts away from openings and moving parts of the vacuum.
14. Turn all controls off before unplugging the vacuum.
15. Do NOT wield the telescopic wand as if it were a lightsaber**
16. Use extra care when cleaning on stairs.
17. Do not use it to pick up flammable or combustible liquids, such as gasoline or in areas where they may be present.
18. Hold the end of the plug on the power cord when rewinding the cord into the cord reel. Do not allow the plug to whip when rewinding.
19. Unplug the vacuum before connecting the hose.
20. Do not pick up anything that is burning or smoking, such as cigarettes, matches, or hot ashes.
21. Do not use the unit without bags and/or filters in place.
22. If the power cord is damaged, the manufacturer or an authorized service center must replace it, in order to avoid a hazard.
23. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instructions concerning the use of the appliance by a person responsible for their safety.

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Do not vacuum or clean:

- Hair and other parts of the body. They could be sucked in and cause injury.
- Pieces of Clothing (e, g, shoe laces, scarves, etc.). They could be sucked in and cause injury.
- Water and other liquids, especially moisture from carpet cleaning agents. Moisture inside the appliance can lead to short-circuiting.
- Toner dust (from laser printers. copying-machines. etc.). There is danger of fire or explosion.
- Pointed objects such as glass shards, nails, etc. Such objects destroy the filters.
- Plaster, cement, and fine drilling-dust, makeup. etc. The filters may clog causing damage to the appliance.
- Never use the appliance near flammable or explosive materials -- there is danger of fire or explosion.
- Never use the appliance outdoors -- there is danger of rain and dirt destroying the appliance.

Children

Never leave the appliance unattended, and always take special precaution if children or persons who cannot judge dangers are nearby.

Proper storage, supervision and keeping children at a safe distance during operation will help avoid the following dangers:

- Strangulation by cord.
- Tripping accidents.
- Getting hair, appendages or clothing stuck in vacuum ports.
- Other unforeseen boo boos of various severity.** Though silly, this one is true!

Persons (including children) who are unable to safely operate the appliance on account of physical, sensory, or mental abilities, or lack of experience or knowledge should only use this appliance under supervision or instruction of a responsible person. Packing materials are not toys. There is danger of suffocation, KEEP OUT OF REACH OF CHILDREN.

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Description of Parts



1. HEPA Bags
2. Electric Hose
3. Main Canister
4. Extendable Wand
5. Upholstery Tool

6. Floor Tool
7. Crevice Tool
8. Duster Brush
9. Mini Turbo
10. Electric Head



- 1. Breathable Cushioned Straps
- 2a-b. Lid Latches
- 3. Suction Port
- 4. Main Unit
- 5. Exhaust Filter Cover
- 6. Exhaust Cover Release
- 7. Reinforced Bottom
- 8. Cord Wrap

- 9. Canister Lid
- 10. Chest Support Adjustment
- 11. Chest Clip Adjustment
- 12. Shoulder Strap Adjustment
- 13. Waist Support Clip
- 14. Waist Support Adjustment
- 15. On Waist Tool Storage
- 16. ON/OFF Switch

ASSEMBLING YOUR VACUUM

Once all items have been removed from the shipping box first INSERT THE HEPA DUST BAG BEFORE USING

Important: For best results do not use the vacuum without all filters, cloth dust bag, and the HEPA dust bag in place.

NOTE: Always remove the power plug from the wall outlet before assembling or removing accessories

NOTE: This model can be used with the cloth dust bag only, however it is not recommended and MUST BE cleaned after every use if no HEPA bag is installed to assure proper air flow.

1. Turn off the power with the switch and remove the flexible hose if attached.
2. To open the canister lid press on the canister lid tabs on each side of the unit and lift the canister lid. (Fig.1)
3. Pull the tab on the HEPA dust bag holder out slightly and flip upwards. (Fig 2)
4. While holding the HEPA dust bag in your hand, slide it firmly between the slots in the bag holder. (Fig 2)
5. The cardboard face of the new bag should rest securely in the dust bag cover guide. (Fig 3)
6. Ensure that the cloth bag is in place. (Fig. 4)
7. Flip the patented HEPA bag holder over, pressing the tab on the bag holder until it clicks then replace the canister lid.



ATTACHING THE FLEXIBLE HOSE & TELESCOPIC WAND TO THE VACUUM

NOTE: The flexible hose should be connected before strapping the unit on.

1. To connect the flexible hose to the unit, slide the hose connector into the air inlet and plug in the electric power cord to the canister plug in (Fig 1).
2. To connect the flexible hose to the telescopic wand, slide the attachment end of the hose into the hose end of the telescopic wand. The hose end will click into the wand locking it into place (Fig 2).
3. To adjust the wand, locate the black adjusting tab and push the tab downward which will allow you to extend the wand to the desired length. (Fig 2)
4. To connect the wand to the powerhead insert the attachment end of the wand into the powerhead pivot. The wand will click into the head locking it in place. (Fig 2)

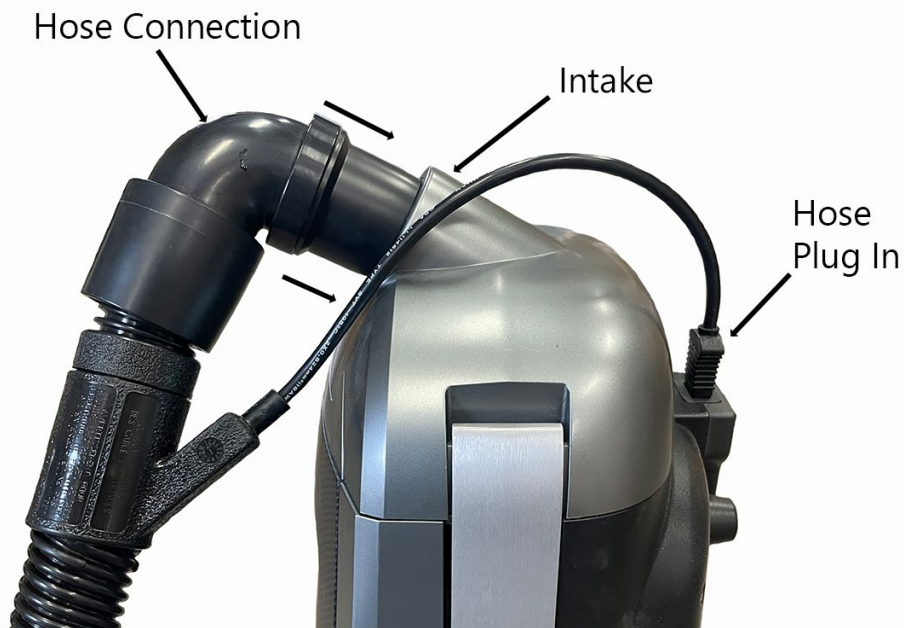


Fig 1



Fig 2

USING THE ATTACHMENTS

DUSTING BRUSH

The Dusting Brush is used for all types of furniture. (Fig 1)

CREVICE TOOL

Use for cleaning radiators, cracks & crevices along corners, baseboards, and in-between cushions. (Fig 2)

UPHOLSTERY BRUSH

Use for cleaning upholstery, stairs or any other surface the floor tool is too large for. The bristles can be removed to really get the suction directly to the surface you're cleaning. (Fig 3)

Note: This tool is not a grooming tool and should not be used on animals.

Note: Do Not use The Upholstery tool on delicate or woven Fabrics that may snag.

Note: Do Not use The Upholstery tool on wooden floors as this accessory might cause mild scratching

CARPET/FLOOR BRUSH

Use the floor tool for hard floors to clean up any dust or debris. It can also be used on low pile and commercial style carpets. (Fig 4)

MINI TURBO BRUSH

Perfect tool for upholstery, stairs, vehicles, and any other hard to reach places. Think of it as a mini powerhead (Fig 5)



Electric Powerhead -

Use the powerhead for all types of floor cleaning. Whether it be hard floors or carpet this head can handle it all. Just attach the head to the extendable wand, flip the switch on the hose handle and you're ready to clean. (Fig 6) The Elite models powerhead is equipped with a height adjuster which will give you 5 height settings. This allows you to adjust the head height based on the surface you're cleaning. The higher the number the greater the head height will be.



Fig 6

USING YOUR VACUUM

1. Ensure all bags and filters have been installed prior to using the vacuum.
2. Connect hose to top lid assuring you have pressed the friction fit hose firmly into place.
3. Correctly place shoulder straps on each shoulder and secure the waistband with hook and loop strips. (Fig.1)

Caution: If the waistband and both shoulder straps are not properly and securely in place the unit could fall off your back causing damage or injury.

4. Power the unit on by pressing the switch located near the base of the right hand side of the unit. (Fig.1)



Removing & Replacing HEPA Dust Bag

Important: For best performance **DO NOT** use the vacuum without all filters, cloth dust bag, or without the HEPA dust bag in place.

1. To remove the HEPA dust bag, press on the canister lid tabs on each side of the unit to unlock and lift the canister lid. The dust bag will come out when the lid is removed (Fig. 1)
2. Pull the tab on the HEPA dust bag holder out slightly and lift upwards. (Fig. 2)
3. Holding the HEPA dust bag top in your hand, slide it out from the slots in the bag holder. Hold carefully to avoid having dust fall out of the HEPA dust bag. (Fig. 3)
4. Replace the HEPA dust bag with a new bag by inserting the cardboard bag top into the bag holder and slide it in. Do not reuse the same vacuum bag.
5. The cardboard face of the new bag should rest securely in the dust bag cover guides. Flip the bag holder over and press the tab until it clicks, locking the bag into place.
6. Cleaning the cloth bag is recommended at this time. Once cleaned, place the cleaned cloth dust bag into the vacuum. (Fig. 4)
7. Insert the HEPA bag back into the vacuum and replace the canister lid locking it into place by latching the lid clips back down.

NOTE: Never overfill the HEPA Dust bag – replace when bag is full and clean the cloth dust bag and filter each time the HEPA dust bag is replaced.

**Canister Lid
Latch**



Fig 1

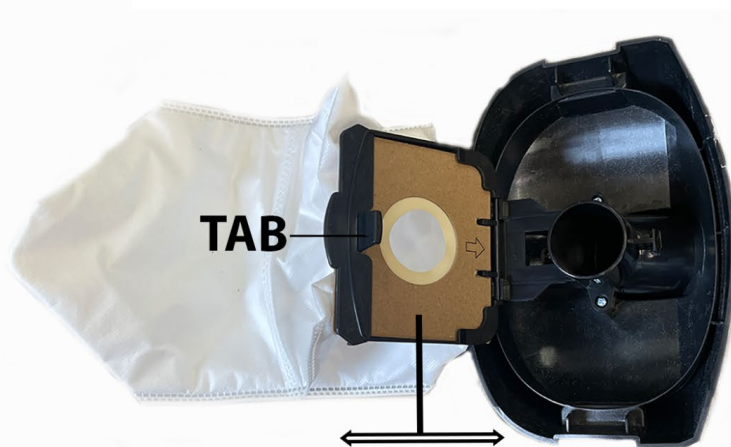


Fig 2

Note: Clean the cloth dust bag outdoors when changing the HEPA dust bag. Optimum filtration is achieved by using the HEPA dust bag in conjunction with the cloth dust bag

● Cleaning the Cloth Dust Bag Used with the HEPA Bag:

1. Remove the cloth dust bag by grabbing the top lip of the bag and lifting upward and out of the vacuum. Shake out vigorously outdoors over a garbage receptacle until there is no more dust. Blowing the bag out using compressed air also works well.
2. Inspect the cloth dust bag regularly for tears or damage. Replace the cloth dust bags if damage or tears are present.

Cleaning the Cloth Dust Bag when Used Alone (not suggested):

1. Remove the cloth dust bag, empty into the trash can, and shake vigorously outdoors until there is no more dust.
2. The cloth dust bag is hand washable in lukewarm water.
3. Allow to air dry for 24 hours. The cloth dust bag should be replaced when needed. Never place it into the vacuum if it is still wet.

Note: If used often without HEPA dust bag, replacement and washing will be required more often.

4. Replace with the clean cloth dust bag and close the canister lid.

● **Cleaning the HEPA Pre-Motor Filter**

Important, Please Note: The HEPA pre-motor filter will stop most of the tiniest dust particles and airborne allergens from re-entering the air you breathe. In fact it stops 99.97% of all particles as small as 0.3 microns- many times smaller than a human hair! Because of this incredible filtration performance, the HEPA pre-motor filter will accumulate many fine dust particles that are difficult to see. Be assured that the HEPA pre-motor filter is doing the job. Clean the HEPA pre-motor filter often as described in this section.

1. Remove the lid and cloth dust bag from the canister. The HEPA pre-motor filter is located underneath the cloth dust bag in the bottom of the bag chamber. To remove the HEPA pre-motor filter lift from the sides of the HEPA filter and lift upward.
2. Vigorously “TapClean” the HEPA pre-motor filter on a hard surface to remove any residual dust that might still be on the HEPA pre-motor filter.
3. You can wash the HEPA pre-motor filter by running it under the tap and allowing the water to run on the dirty side when it appears dirty or suction is reduced. Blowing the filter out

with compressed air also works very well.

Never use your vacuum with a wet filter in place. Let the filter dry completely before placing it back into the vacuum.

● **Cleaning the Exhaust Filter**

1. Remove the exhaust filter cover to access the filter and pull the filter out
2. To clean the filter tap the filter over a dust bin or spray the filter with compressed air
3. Inspect the filter for any damage and reinstall the filter
4. Install the filter cover and lock it into place

Brush Roll Changing -

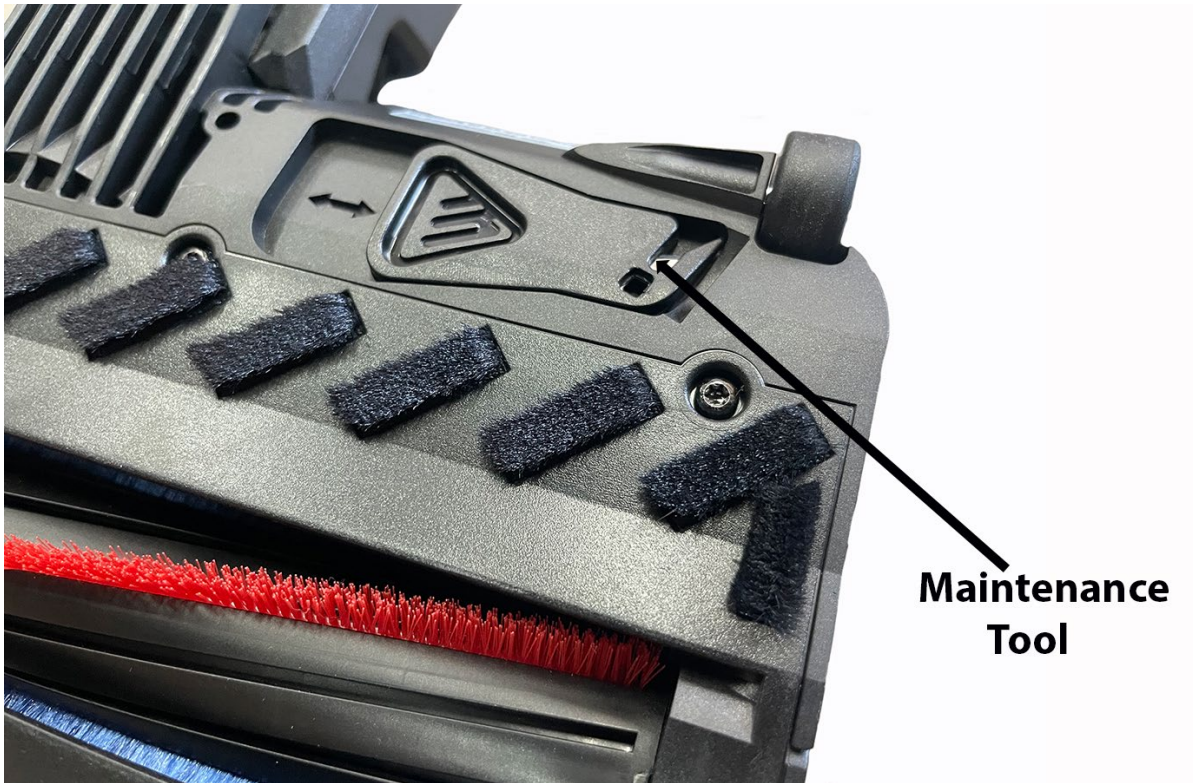
The PLCX8E powerhead is equipped to handle a series of interchangeable brush rolls based on your type of flooring. Each brush roll will have its own unique set of bristles, so depending on the type of flooring you have there's a brush roll for it. Changing the brush roll is very easy, which all you'll need to do is

1. Make sure power is cut to the head by removing the head from the extendable wand.
2. Unlock the brush roll by turning the knob dial on the side of the head to 'OPEN'
3. Once you've unlocked the brush roll simply slide it out
4. To replace the brush roll slide it back in and lock the knob dial by turning it to 'CLOSE'



Cleaning the Brush Roll -

The PLCX8E powerhead has a built-in brush roll cleaner which helps you remove any built-up hair, string or any other material which has wrapped around the brush roll. Built up hair and other materials are the #1 killer of brush rolls because they eventually work themselves into the bearings on the ends which in turn seizes up the brush roll rendering it useless. To use the cleaning tool simply slide it out of its storage spot on the underside of the head. There is a hook and razor blade end which you'll want to work the hook under the built-up hair/material, run the blade through, which you may need to run it through a few times to completely cut it, then use your fingers to pull the hair and material off to be thrown in the trash.



Frequently Asked Questions

1. Why is my vacuum not picking up?
 - Vacuum bag is full. Open top of the unit and check bag capacity.
 - Clog in the hose or wand. Remove the hose from the vacuum. Separate the hose from the wand. Check for clog. If clog is found using compressed air at a low pressure is the ideal means of removal.
 - Clogged filter not allowing proper airflow. Remove and clean your filters by lightly tapping on the edge of a garbage can.(preferably outdoors) You may also use compressed air at a low pressure.
2. Why is my vacuum not turning on?
 - Check if it is plugged in, check if the button on your surge protector is set to on... We know, We know, but you would be surprised how many customer service inquiries are solved with that sentence. Happens to the best of us.
3. Why is my vacuum getting hot?
 - Vacuum bag is full. Open top of the unit and check bag capacity.
 - Clog in the hose or wand. Remove the hose from the vacuum. Separate the hose from the wand. Check for clog. If clog is found using compressed air at a low pressure is the ideal means of removal.
 - Clogged filter not allowing proper airflow. Remove and clean your filters by lightly tapping on the edge of a garbage can.(preferably outdoors) You may also use compressed air at a low pressure.
4. **How often should I replace the vacuum's filters?**
 - 3-12 months depending on use and the state of your home. Most people will need replacement filters around 6 months but if you live in an exceptionally dusty environment or have multiple shedding furry friends you will want to change them more frequently.
5. **Where do I purchase replacement bags, filters and parts?**
 - proluxcleaners.com
6. **I need help with something regarding this vacuum, who do I contact?**
 - service@proluxcleaners.com
7. **Can one suck a ghost into this vacuum?**
 - We can not be certain... but we do know ectoplasm is no good for filters, Bust responsibly.

Troubleshooting

WARNING: Never use a defective appliance. Always switch off the appliance and disconnect it from the outlet or remove the battery before you start to troubleshoot.

Fault	Possible Cause(s)	Solution
The vacuum will not turn on.	The plug is not connected to the electrical wall outlet or the appliance is not switched to the “on” position.	Insert the plug into an electrical wall outlet and flip the “on/off” switch to the “on” position. See section “Vacuum Cleaning.”
	Electrical wall socket does not carry current.	Test the vacuum cleaner on another outlet that you are sure is carrying current.
	The power cord is damaged.	Replace with a new cord by an authorized service center or professional technician.
Suction power is low.	The bag or filter is full or clogged.	Change or clean the bag/filter
	The power nozzle, attachment wand, or suction hose is clogged.	Remove the debris that is causing the clog. If necessary, use a long wooden stick (e.g. a broomstick) or coat hanger to do this.
	The bag or filter is installed incorrectly.	Remove the bag and filter and reinstall; making sure these are correctly put into place when reinstalling.
	The tool attachment being used does not work properly on the surface you are vacuuming.	Attach the appropriate tool for the surface you are vacuuming. See page 14.
	Dirty filter(s).	Change/clean the filter(s). See page 19.
The vacuum makes unusual noises, or is louder than usual.	The power nozzle, attachment wand, suction hose, or filters are clogged.	Remove any clogs. If necessary, use a long wooden stick (e.g. a broomstick) or coat hanger to do this.

The information contained herein is confidential and is intended to be used by Prolux Cleaners authorized distributors and sales representatives.

Prolux Cleaners guarantees its products according to the terms outlined below. There are no other warranties expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose. Under no circumstances will Prolux Cleaners or the seller be liable for any loss, damage, expense, or consequential damage arising in connection with the use or inability to use these products. If a component fails to meet the term of the warranty due to defects in workmanship or materials, Prolux Cleaners will repair or replace the defective component free of charge, including labor according to our flat rate schedule and the Prolux Cleaners Warranty Procedures.

All warranties implied below are subject to the Exceptions and Exclusions clause in this policy located in this document.

Product Category	Polyethylene and Structural Foam	Steel Body Parts	Switches, Motors Electrical Parts	Labor Paid
Machine	Years	Years	Years	Years
Battery Walk Behind Scrubbers 14" and 18"	5	2	3yr Switches 3yr or 700hrs (whichever comes first) on the motor 3yr Electrical Parts 12mo Pro Rated Lithium Ion Battery	1
Wide Area Vacuum	5	2	1yr Switches 2yr or 700hrs (whichever comes first) on the motor 1yr Electrical Parts	1
Gel Batteries (3) (4)	N/A	N/A	12mo of Full Coverage	N/A
Micro Scrubber	3	2	12mo Pro Rated Lithium Ion Battery	1
Canister Vacuums	5	N/A	2yr Switches 3yr or 800hrs (whichever comes first) on the motor 3yr Electrical Parts	1
Backpack Vacuums	5	N/A	2yr Switches 3yr or 700hrs (whichever comes first) on the motor 3yr Electrical Parts	2

Upright Vacuums	N/A	N/A	1yr Switches 2yr or 500hrs (whichever comes first) on the motor 1yr Electrical Parts	1
Garage Vacuums	1	10	2yr Switches 2yr or 500hrs (whichever comes first) on the motor 5yr Electrical Parts	2
Wet Dry Vacuums	10	N/A	2yr Switches 2yr or 500hrs (whichever comes first) on the motor 2yr Electrical Parts	2
Carpet Extractors and Fabric Care	10	2	1yr Switches 2yr or 700hrs (whichever comes first) on the motor 2yr Electrical Parts	1
Central Vacuums	N/A	10	2yr Switches 2yr or 800hrs (whichever comes first) on the motor 5yr Electrical Parts	2
Structural Foam Floor Machines	10	2	3yr Switches 3yr or 700hrs (whichever comes first) on the motor 3yr Electrical Parts	2
Commercial Floor Scrubber 13"/15"/17"/20"	5	3	1yr Switches 2yr or 900hrs (whichever comes first) on the motor 1yr Electrical Parts	1
Ozone Generator	N/A	1	1yr Switches 1yr or 300hrs (whichever come first) on the motor 1yr Electrical Parts	1
Steam Extractor	5	N/A	1yr Switches 2yr or 700hrs (whichever comes first) on the motor 2yr Electrical Parts	1

Warranty Coverage Information and warranty voids/exclusions

1. Vacuum(s): (Backpack, Cannister, Wide Area and Upright Vacuums) must be used with a Prolux Vacuum bag to qualify for their applicable motor warranty. If the vacuum is used bagless or with another manufacturer's vacuum bag, the warranty is 1 year. Damage or malfunction caused by negligence, abuse, neglect, unauthorized repair, or any other use not in accordance with the user guide is not covered. Damage caused by misuse (e.g., vacuuming up water or other liquids), abuse, negligent handling, failure to perform required maintenance (e.g., not cleaning the equipment, replacing filters) or damage due to mishandling in transit.
2. Subject to the Gel Battery exception and exclusion paragraph located on page 4 of this document.
3. Subject to the Gel Battery Warranty Coverage explained on page 3 of this document.
4. Steam Extractor/Steam Carpet Extractor: This warranty does not apply and is void if the pump, vacuum motor, or heater has worn motor brushes, water damage, freezing, chemical build-up, chemical damage, or evidence of abuse, neglect, or tampering. brushes. Damage or malfunction caused by negligence, abuse, neglect, unauthorized repair, or any other use not in accordance with the user guide is not covered.
5. Walk behind 14" and 18" automatic scrubbers: This warranty does not apply to normal wear, or to items whose life is dependent on their use and care such as belts, cords, switches, hoses, rubber parts, brushes, electrical motor components or adjustments.
6. Ozone Generators: Warranty does not ozone cover plates or filters.

Warranty shall commence six (6) months from the purchase date by the Prolux Cleaners distributor, or on the purchase date by the original end user. Whichever comes first.

Labor Rate

Prolux Cleaners will allow \$50.00 per hour for warranty labor work. All warranty labor charges will be paid on this basis. Any repair that requires less than fifteen minutes of labor will not be eligible for reimbursement. This labor allowance does not take into consideration troubleshooting or diagnosis time taken for the repair. All repair times are subject to the flat rate schedule enclosed in this document.

If any operation is not covered in this flat rate schedule, Prolux Cleaners will determine a labor rate when a claim is made based on actual repair times by our own service technicians.

Please note: Situations may arise that require special consideration. In these cases, to request special consideration, please contact your Prolux Cleaners warranty department or Prolux Cleaners salesperson and or rep group.

Travel Allowance

Travel allowance charges are covered for 180 days from date of purchase to the original end-user for all **battery equipment** Prolux Cleaners will pay \$50.00 per hour to a maximum of 2 hours. Travel allowance for other products is not covered under the warranty policy. It is the purchasers' responsibility to bring equipment to the dealer for warranty repair.

Repair of any components or machines by independent service stations is not allowed except by prior authorization. If unauthorized service is performed by a third party, any debts incurred are the responsibility of the distributor.

Replacement Parts

Replacement parts for machines exceeding the original warranty period are covered for ninety (90) days. Replacement parts that are considered wear items carry no warranty.

Clearance and Demo Products

Clearance and demo products are covered for the remainder of the original warranty period or six (6) months from the date of sale to the original end user, whichever is greater. This excludes gel batteries.

Warranty Parts Shipping Policy

All parts ordered for warranty replacement will be shipped standard ground service. Any requests for expedited delivery will be at the expense of the distributor.

Batteries used in Prolux Cleaners equipment are warranted by their original equipment manufacturers. All warranty claims on batteries will be referred to their original OEM by Prolux Cleaners for inspection. Under no circumstances will Prolux Cleaners or the seller be liable for any loss, damage, expense or consequential damage arising in connection with the use or inability to use these products.

If you have a defective gel battery within its respective warranty period, please follow the instructions below:

1. Contact the Prolux Cleaners warranty department with the machine information (Serial number, Date of Purchase etc.)
2. If the battery is deemed to be within the warranty period, Prolux Cleaners will arrange a date to inspect and replace (upon inspection approval) the battery with the OEM.
3. The OEM will pick-up and test/inspect the battery to determine the defect.
4. If the battery is deemed to be defective by manufacturers defect, the OEM will replace the battery with a new battery.

If the defect was caused by the user (i.e. undercharging, left in a discharged state etc.), the battery manufacturer will deliver the defective battery back to you with a report explaining why the warranty coverage was denied.

Prolux Cleaners is not responsible for labor, freight, travel, or installation charges associated with battery diagnosis or replacement when the warranty coverage is denied by the OEM.

All warranties implied above are subject to the Exceptions and Exclusions clause in this policy.

Gel Batteries:

Our warranty does not cover batteries that have suffered damage due to over or under charging or batteries that have suffered sulphation due to being left in an uncharged state for any period of time. Warranty will not be allowed under any circumstances if there has been any tampering with the vent covers. Transit or storage damage is also not covered.

Warranty coverage does not apply to parts which fail due to the following conditions:

- Improper or low voltage
 - Improper extension cord selection
 - Dirty or inefficient water supply
 - Inappropriate chemical use
 - Improper or insufficient service or maintenance
 - Used with clogged or damaged filters.
 - Used without a filter.
 - Use of a machine in excess of design duration or any conditions damaging to the normal operation of the equipment.
 - Disassembly of any components, such as motors, may result in the refusal of warranty coverage.
1. Any parts replaced under warranty are only covered for the remainder of the original warranty period.
 2. Warranty service can only be performed by authorized distributors or approved warranty repair centers.
 3. Compensation for repairs is determined by the flat rate schedule enclosed in this document.
 4. Components that have become defective through wear or abuse are not covered by this warranty.

Wear Items

Numerous items wear out under normal usage conditions. These items are not eligible for warranty coverage. These include vacuum hoses, hose cuffs, hose fittings, brushes, belts, filters, filter screens, grips, skirts, pad drivers or brushes, Clutches, Castors, Pulleys, Wheels, Tires, Light Bulbs, Gaskets, battery cables and connectors, carbon brushes, filters, fuses, drain hoses, power cords, squeegee blades, bearings, O-rings, armatures, floor tools, and vacuum bags.

This is only a partial listing of wearable items. Please contact the Prolux Cleaners warranty department for clarification of wearable items not listed in this document.

Freight Damage:

Freight damage is not covered under the Prolux Cleaners warranty policy.

Replacement Parts:

Prolux Cleaners will not honor any warranty claims for parts, labor, or travel if the replacement part was not purchased through Prolux Cleaners.

Prolux cleaners reserves the right to review or modify the above document at any time without specific written or prior notice. This warranty policy precedes all other warranty policies previously published.